

	GDIT														Overall Total	
		Weekly			Month											
		05/15/2021	05/08/2021	05/01/2021	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*		
Index	Weekly Report															
	# Indexes assigned (all metrics based on the workload assigned for the week)	586	642	573	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	101,512	
	# Indexes Complete	412	451	421	1,630	2,082	7,387	19,430	18,308	12,447	6,721	4,117	4,211	3,312	80,539	
	% Indexes Complete	71.3%	70.6%	73.9%	72.3%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.3%	80.5%	79.5%	
	# Indexes unreachable (Max Attempts)	174	191	152	640	1,016	2,694	5,476	3,949	2,566	1,434	823	1,182	815	20,973	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	30.1%	29.9%	26.7%	28.4%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.8%	20.7%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	578	639	570	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	101,253	
	Average time from Index Received to Index Reached	0.06:52:03	0.10:27:43	0.13:53:22	0.09:51:35	0.12:09:56	0.10:37:06	0.12:18:53	0.14:38:10	0.17:38:05	1.01:18:36	1.14:38:38	3.00:08:49	3.07:27:57	0.22:43:17	
	Average Index Handle Time	0.00:16:16	0.00:16:23	0.00:16:19	0.00:16:54	0.00:15:26	0.00:13:57	0.00:13:49	0.00:13:31	0.00:13:03	0.00:13:59	0.00:13:04	0.00:12:45	0.00:14:01	0.00:13:41	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	54.2%	51.4%	55.0%	57.4%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	67.1%	
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.6%	99.6%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%	
	Contacts	# contacts generated	838	867	887	3,548	3,738	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	198,783
		# contacts generated per Index Complete	2.0	1.9	2.1	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5
# contacts complete		684	735	774	3,066	3,492	12,742	36,679	43,035	32,570	18,421	12,757	8,724	6,388	179,370	
% contacts complete		81.6%	84.8%	87.3%	86.4%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.2%	
# contacts unreachable (Max Attempts + missing phone numbers)		154	132	113	482	246	618	2,431	5,303	4,274	2,653	1,738	848	535	19,413	
% contacts unreachable (Max Attempts + missing phone numbers)		18.4%	15.2%	12.7%	13.6%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.8%	
# contact attempted (all completions + at least 1 attempt)		838	867	887	3,548	3,738	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	198,783	
Average Time from Contact Generated to Contact Reached		0.06:32:51	0.19:03:37	0.20:59:33	0.20:11:29	1.06:35:53	1.05:38:17	1.04:54:00	1.11:38:04	2.07:07:28	3.13:11:07	4.19:39:40	4.14:56:44	5.14:41:38	2.08:17:22	
Average Contact Handle Time		0.00:17:13	0.00:14:53	0.00:13:48	0.00:14:15	0.00:12:36	0.00:12:43	0.00:12:32	0.00:12:10	0.00:11:17	0.00:11:26	0.00:10:45	0.00:10:19	0.00:13:47	0.00:11:59	
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)		72.8%	69.0%	70.4%	70.7%	72.7%	76.8%	76.8%	73.4%	69.8%	67.0%	64.2%	60.6%	63.0%	71.1%	
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)		100.0%	99.7%	99.8%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%	
Average Time from receipt of initial case name to full completion of all related contacts		0.13:50:17	1.03:30:39	1.06:40:07	1.04:07:58	1.13:15:07	1.12:18:53	1.14:09:42	2.01:45:10	3.02:38:05	4.03:36:22	6.04:50:38	5.10:08:22	6.17:02:23	2.23:45:15	